

A1
2. The method of claim 1 further comprising a step of storing said telecommunications server data in association with said feedback data.

507
B1
A2
4. The method of claim 3 wherein said providing step includes a step of providing said customer with information relating to a third party identified by the customer.

5. The method of claim 4 wherein said providing step includes an exchange of information between said customer and said live agent of said service provider.

507
B1
7. The method of claim 1 further comprising a step of recognizing feedback data originating in at least one of a keyed format and a voice format.

A3
8. A system for obtaining customer feedback comprising:

a communication link between a customer and at least one of a plurality of live agents of a service provider that originates from said customer and includes a telecommunications server;

a service provided to said customer at least in part by the live agent at least in part via said communication link;

a request to said customer to provide feedback data before said communication link is terminated; and

an association of provided feedback data with telecommunications server data that includes an identity of the live agent.

A4 507
B1
12. The system of claim 11 wherein said service includes a provision of information to said customer relating to a third party identified by the customer.

A4
13. The system of claim 12 wherein said service includes an exchange of information between said customer and said live agent of said service provider.

sub B1
A5
16. A method of monitoring a provision of a service comprising the steps of:
establishing a communication link with a live agent of a service provider that originates from a customer;
monitoring an exchange of information between said customer and said live agent of said service provider, and said exchange of information relating to a service;
triggering an action if said monitoring step detects a predetermined condition, and said predetermined condition includes at least one of a predetermined utterance, a predetermined keyed entry, and a predetermined change in a qualitative aspect of a spoken portion of said exchange of information; and
said action includes requesting feedback from said customer regarding said service before the communication link is terminated.

sub B1
A6
19. The method of claim 16 wherein said exchange of information occurs between said customer and said live agent of said service provider; and
said predetermined change includes a change in tonal quality in utterances originating from at least one of said customer and said live agent.

sub B1
A7
21. The method of claim 16 wherein said exchange of information occurs between said customer and said live agent of said service provider; and
said predetermined utterance includes a predetermined word originating from at least one of said customer and said live agent.

A7
22. The method of claim 16 wherein said action includes alerting another live agent of said service provider before said communication link is terminated.

Sub B1
24. The method of claim 16 wherein said action includes recording data relating to said exchange of information and data identifying said live agent.

25. The method of claim 24 wherein said exchange of information occurs between said customer and said live agent of said service provider; and
A8
said data includes at least one of said predetermined condition and an identity of said live agent.

26. The method of claim 16 including a step of associating feedback from said customer regarding said service with data that identifies said live agent.

Sub B1
28. The method of claim 16 wherein said establish step is performed with a plurality of different customers; and

A9
said action includes at least one of alerting another live agent of said service provider, recording data relating to said exchange of information and requesting feedback from said customer regarding said service; and
said monitoring step is performed on an intermittent sampling basis.

29. A system for monitoring a provision of a service comprising:

a communication link between a customer and a live agent of a service provider that originates from said customer;

an exchange of information between said customer and said live agent said service provider, said information relating to a service;

AG
a monitoring device coupled to said communication link;

a triggered action if said monitoring device detects a predetermined condition that includes at least one of a predetermined utterance, a predetermined keyed entry, and a predetermined change in qualitative aspect of a spoken portion of said exchange of information;

a customer feedback system; and

said triggered action includes an activation of said customer feedback system before said communication link is terminated.

A10 sub B1
34. The system of claim 29 wherein said triggered action includes an alert to another live agent of said service provider before said communication link is terminated.

A11 sub B1
36. The system of claim 35 wherein said exchange of information occurs between said customer and said live agent of said service provider; and

said recorder stores data that includes at least one of said predetermined condition and an identity of said live agent.

sub B1
A12
39. The system of claim 29 wherein said service provider provides services to a plurality of different customers; and

said monitoring device includes at least one of a voice volume change detector, a voice tonal change detector, a speech recognition subsystem and a character string recognition subsystem;

said action includes at least one of an alert to another live agent of said service provider, an activation of a recorder and an activation of said customer feedback system; and